



State of Illinois
Illinois Commerce Commission
Service Quality for Telecommunications Carriers
Code Part 730.115
Quarterly Filing

Frontier Communications - Midland, Inc.
for quarter ending December 31, 2005

Performance Data	October	November	December	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	5.06	5.17	5.52	5.25
B. Operator Answer Time - Information [730.510(a)(1)]	3.26	3.30	3.46	3.34
C. Repair Office Answer Time [730.510(b)(1)]	12.00	15.00	1.00	9.33
D. Business or Customer Service Answer Time [730.510(b)(1)]	36.00	29.00	29.00	31.33
E. Percent of Service Installations [730.540(a)]	96.97%	92.00%	96.97%	95.31%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	100.00%	96.08%	100.00%	98.69%
G. Trouble Reports per 100 Access Lines [730.545(a)]	1.70	1.70	1.40	1.60
H. Percent Repeat Trouble Reports [730.545(c)]	15.79%	10.81%	1.61%	9.91%
I. Percent of Installation Trouble Reports [730.545(f)]	0.00%	6.38%	18.18%	8.19%
J. Missed Repair Appointments [730.545(h)]	10	6	3	6
K. Missed Installation Appointments [730.540(d)]	1	4	1	2

Comments



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